

Powerpoint Presentation by Joe Murray - Parent - St Mary's Primary School, Polbeth

New Customer Service Standard Overview

- /// Official launch in March 08
- /// 35% of new standard linked to Charter Mark
- /// Emphasis on:
 - Customer insight
 - Understanding the customer experience
 - Measurement of customer satisfaction
- /// Drives customer focused change

The new standard- comparisons to CM

- /// Evidence based assessment
- /// Annual assessment visit
- /// Greater focus on results
- /// Resource intensive to achieve standard
- /// Financial and community involvement reduced

Parents, pupils and the new standard

- /// Parents/ pupil perception
 - Another education initiative
 - Not linked to parents/ pupils

/// Communicate

- Parents and pupils are the customer
- Improvements based on our "voice"
- Actively involve pupils and parents

St Mary's Customer Consultation

- /// Current engagement methods
 - Pupil Council
 - Parent Council
 - Health promoting school survey
 - Pupil Eco-school audit
 - P7 pupil survey
 - Pre school parent/ pupil questionnaire

Proposed Parent Council Support

- /// Create parental survey in conjunction with SMT
- /// Organise the survey process
- /// Analyse and feedback results
- /// Develop a cycle of school audits
 - Learning environment
 - Equipment and resources
- /// Support staff in new standard application

Question and Answer Session